FEATURE DESCRIPTIONS

CALL FORWARD (All Calls) – Call Forward All Calls allows the user to forward all incoming calls on their extension to another extension on base. Outgoing calls can still be placed from the telephone when call forward is active. Call Forward is activated by using a feature activation code,

CALL HOLD – This feature allows a user to place an active call on hold and then hang up returning the handset to the cradle if the user chooses. The party on hold will hear music. The subscriber may retrieve the call by lifting the handset or selecting the "Hands Free" key.

CALL PARK & RETRIEVE– The Call Park feature allows subscribers to temporarily place a call into a holding area and to retrieve parked calls at a later time. The subscribers who parks the call can request a return of the call if it is not retrieved within a specified length of time. Subscribers can park a call where it can be retrieved by anyone, or they can park a call while waiting for a specific subscriber to retrieve it. Retrieval is based on user IDs. Calls cannot be parked against subscribers outside the Application Server 5300 system.

CALL PICK-UP – Call Pickup allows subscribers that are part of a common Call Pickup group to answer calls ringing devices belonging to other members in the group. Call Pickup is comprised of the following feature variants for Call Pickup; Group, Directed, Targeted.

CALL TRANSFER – The Call Transfer feature allows the user to send a call to another extension. Subscribers can select destination addresses from their address book, inbox, or outbox (where applicable). Two types of transfers are available; Blind or Consultative.

ADHOC CONFERENCE SERVICE– The Adhoc Conference Service allows the user to add up to 6 additional numbers to a single conversation.

MALICIOUS CALL TRACE (MCT) - If a user receives a malicious call (**bomb threat or threat to harm the call taker or others on the installation**), Call Tracing enables the identification of nuisance or threatening calls. Two types of call tracing exist:
- Termination and Outgoing Call Tracing: Information about all incoming/outgoing calls to or from a specific DN are recorded in the MCT log file.

QUICK REFERENCE V5 21May 2015

Post Information:. 791-0110
Eisenhower Army Medical Center: 787-5811
IOC Darling Hall: 791-9747
Guest House/Billeting Office: 706-790-3676
American Red Cross: 787-6311
Army Community Service: 791-3579
Signal Corps, Military Intel & Tenants:
..................791-XXXX (DSN 780) (AREA CODE 706)
: ....787-XXXX (DSN 773) (AREA CODE 706)
.................849-XXXX (DSN 502) (AREA CODE 706)
: ....206-XXXX (DSN 248) (AREA CODE 762)

DIALING PLAN:

On Post: Dial 7 Digit Number
- Example: 791-XXXX

Long Distance: Dial (99) + 1+ 10 digits.
- Example: 99 + 1+ 781-455-XXXX

800/888/866 Toll-Free: Dial (99) +1+10-digit toll free number.
- Example: 99 + 1 + 800-555-XXXX

Local & Commercial on Off Post: Dial (99) + 10-digits.
- Example: 99+ 706-790-XXXX

International: Dial (99) + 011+ int'l number.
- Example: 99 + 011 + 49-65462215XXXX + XXXXXX

DSN Local on Post: Dial 94+7 or 10-digit DSN.
- Example: 94-780-XXXX or 94-312-780-XXXX

DSN CONUS/OCONUS: Dial 94+DSN country code +7-digits
- Example: Hawaii is 94+315-472-XXXX

(AS 5300) VOICE MAIL:

Voice Mail Access Numbers:
10 digit (PSTN): 706-787-4450
7 digit (PSTN): 787-4450
10 digit (DSN): 312-780-4450
7 digit (DSN): 780-4450

Express Messaging Access Numbers:
10 digit (PSTN): 706-787-4451
7 digit (PSTN): 787-4451
10 digit (DSN): 312-780-4451
7 digit (DSN): 780-4451

FEATURE ACCESS CODES:

Feature	Access Code
Call Forward All Calls key	*52+7 or 10 digit number +"**Send**"

United States Army

FORT GORDON, GA

Telephone Network

MAIN NUMBERS:
COM: (706) 791-0110
DSN: (312) 780-0110

7th Signal Command Enterprise Service Desk:
Operating Hours: 24x7x365
Dial: 99-1-866-335-2769

Avaya VOIP FORT GORDON LET'S TALK 1120E IP Deskphone Quick Reference Guide

FEATURE ACTIVATION

CALL FORWARD (All Calls)

ACTIVATE:
• Lift the handset and dial (*52).
• Dial the 7 or 10 digit number where calls are to be forwarded.
• Select the "**Send**" softkey, you will receive confirmation, Hang up.

CANCEL:
• Lift the handset and dial (#52).
• Select the "**Send**" softkey, you will receive confirmation, Hang up

CALL HOLD:

• While on an active call, press the HOLD button. The icon next to the Line key will change to indicate the call is on HOLD.
• Lift the Handset to retrieve the held call.

CALL PARK ORIGINATE:

• While on an active call, select the "**Action**" softkey, scroll down "**Park Call**" and select it.
• Press the "**Park**" softkey. Observe "**Retrieval ID**" (10xx).

CALL PARK RETRIEVE:

• Select "**Services**" key, select "**Retrieve Parked Call**".
• Enter the "**Park ID**" (10xx) and select the "**OK**" softkey.

CALL PICK UP (CPU):

• Subscribers who have CPU assigned, can use 2 methods:
  1) Go off hook, select the CPU Feature Key on your phone.
  2) Go off hook and enter ***63** + group number + **#**.

CALL TRANSFER:

• Go Off-Hook & Place a Call from your phone to another number.
• When the number answers, place your phone on Hold with **Conf Soft Key**.
• Place a Call to another number. When the number answers press **Transfer Soft Key**

FEATURE ACTIVATION CONT.

ADHOC CONCERENCING:

ORIGINATE AN ADHOC CONFERENCE:
• Go Off-Hook & place a call to another number.
• When the number answers, place your phone on Hold with **Conf Soft Key**.
• Place a call to another number. When the number answers press **JOIN Soft Key**. (repeat this process for up 6 numbers total per Adhoc conference)

JOINING CALLS TO THE ADHOC CONFERENCE:
• When you are on a call and you receive a call from another number, on your phone, press UP Arrow and then the "**ANSWER**" softkey, your first call is placed on Hold with Music.
• To conference both calls press **JOIN Soft Key**, press **OK** to add callers to the Adhoc conference.

MEETME CONCERENCING SERVICE:

SCHEDULE A MEETME CONFERENCE:

• Call the Meetme Conference Service Administrator;
  PSTN: 10 digit 706-XXX-XXXX or 7 digit XXX-XXXX
  DSN: 10 digit 312-XXX-XXXX or 7 digit XXX-XXXX

JOIN A MEETME CONFERENCEBRIDGE:

• Dial the Meetme Conference Service;
  PSTN: 10 digit 706-787-4322 or 7 digit 787-4322
  DSN: 10 digit 312-780-4322 or 7 digit 780-4322
• Enter the Meetme Bridge Access Code **555-XXXX** followed with **#.**

VOICE MAIL (AS 5300):

FIRST TIME SETUP ONLY:
• Dial Voice Mail Access (791-XXXX) and enter your mailbox number and "# "(your mailbox number is the last seven digits of your phone number), when prompted for your **temporary password**: dial **1234** and "#".
• Follow system prompts to set up your voice mailbox: Passwords must have 6 to 10 digits. The password assigned CAN NOT be the same six numbers or numbers in succession. Security of the system will not allow these types of passwords.

RETREIVE VOICMAIL:
• If accessing voice mail from your telephone, press the **MESSAGE** softkey and follow prompts.
• If accessing voice mail from another telephone, dial the Voice Mail PSTN or DSN access number and enter your 7 digit mailbox number + "**#**". Enter your mailbox **PIN** + **#**.

MESSAGE WAITING INDICATORS:
• Voice Message Waiting - Red Light is on.

1120E IP DESKPHONE

Your Avaya 1120E IP Deskphone brings voice and data to your desktop. The IP Deskphone connects directly to a Local Area Network (LAN) through an Ethernet connection.

Your Avaya 1120E IP Deskphone supports the following features:
• Four User-defined feature keys with labels and indicators.

  NOTE: The IP Deskphone designates Feature Key 1 as the Primary DN line key for the IP Deskphone. The remaining 3 Feature Keys are user-defined.

• Four Context-sensitive Soft Keys. The Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature.
• Graphical, high-resolution LCD display, backlit, with adjustable contrast.
• High-quality speaker phone.
• Volume control keys for adjusting the ringer, speaker, handset, and headset volume independently.
• Six specialized pre-defined feature keys:
  − Quit, Directory, Inbox, Outbox, Services, Copy.
• Six call-processing fixed keys:
  − Mute, Handsfree, Goodbye, Instant Message Log, Headset, Hold, Gigabit Ethernet ports.
• Built-in Gigabit Ethernet switch for shared PC access.
• Headset jack with an On/Off key.
• The capacity to attach up to three Expansion Modules for Avaya 1100 Series IP Deskphones, adding up to 54 programmable feature keys.

1120E IP DESKPHONE ICONS CALL STATES:

Call state	Icon
On hook	☎
On the phone	📞
On hold	📞
Call Forward	←☎
Do Not Disturb	⊗☎
Outgoing call, Incoming call (ringing)	☎)))
Missed call	↓